

MGI SERVICES QUALITY CONTROL PROGRAM FOR  
4300 Goodfellow, St. Louis, MO  
Contract GS-47-G0118-D-0010 : Revised April 2, 2021

Our Contracts Department is committed to accomplishing the custodial services at 4300 Goodfellow, St. Louis, Mo. CONTRACT # GS-47PG0118D0010 to satisfy or exceed the standards specified in the Work Statement.

Our commitment to quality begins with the Board of Directors and Executive Director. This commitment, demonstrated through action as well as words, allows our organization to deliver exceptional and efficient service. By providing the proper support, training, and equipment, our agency is able to produce and sustain consistent superior service.

We realize that quality service is not an end product, but rather a daily process. Only consistent quality service adds true value to our customers. To support this belief, we developed areas for quality control within our agency. They are divided into the following categories:

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## **Hiring and Recruitment:**

Hiring and recruitment involves the process of job and position analysis, candidate selection, placement, employee evaluation, and continuous training. Our agency shall do a thorough job analysis for each position involved in the actual performance of the custodial service. Using this analysis, we will seek to obtain the most qualified individuals for Project Managers and on site Supervisors. These sources may be within our agency or we may seek these individuals from outside sources. They will demonstrate a proficiency in the custodial field and a complete understanding of the requirements of the Statement of Work. Our agency will support these selected individuals in training and continuous training to meet these objectives. The disabled and non-disabled employees that are placed on this project will go through a complete screening process. Background checks, drug tests and security clearance requirements are required before working on the contract. MGI Services utilizes ESA Employment Screening Associates ([www.empscreen.com](http://www.empscreen.com)) for background checks on every new candidate. The following information is included is searched for this check:

- Statewide Criminal History
- County Criminal History
- Social Security Trace
- 7 year address trace

Candidates are sent to Avertest ([www.avertest.com](http://www.avertest.com)) for drug screening. After acquiring a clean background and drug screening, evaluations and decisions as to suitability of placement and training will be accomplished before the individual begins work at the building site. Job counseling and continuous training to improve skills and knowledge will follow. All employees directly involved in the performance of this custodial service will be evaluated individually and as part of a team to continually identify areas for improvement.

## **Training:**

All employees directly involved with the performance of this contract will be trained in order to provide consistent service and customer satisfaction. MGI Services utilizes the Diversey Training System ([learning.sealedair.com](http://learning.sealedair.com)). This system provides clear instruction for cleaning, safety, and equipment maintenance. A Project Supervisor will be assigned as the trainer for this project. This Trainer will have technical knowledge in the custodial field, trained/completed the Diversey Program, and demonstrate certain levels of supervisory and management skills specializing with contracts. All employees will receive training on the various tasks outlined in this system. Every individual learns at a different pace, so the training will be presented in the medium best suited for that individual. This may involve on the job training, classroom instruction, use of manuals and DVDs, or attendance at a custodial training course. These courses are presented by various vendors, the Trainer, and Source America. We also utilize on-site instruction from custodial supply vendors or from Source America, whenever this can be scheduled. In addition, all employees regardless of experience will receive basic safety training in various fields by our Health and Safety Coordinator and the American Red Cross. Topics may include, but not limited to: Blood Borne Pathogens, CPR/First Aid, Fall Protection, Toxic Fumes and Gas Exposure, etc. In addition, all employees will be cross-trained on every job to allow us to easily provide coverage during absents or emergencies. By using these methods, we are able to create a consistent training program, producing well rounded employees, capable of completing all custodial tasks to our standards. New employees are trained before they start working on site. Seasoned employees, including management take continuous training throughout the year to remain up to date on the latest and most efficient ways of performing custodial tasks. (See Addendum 1)

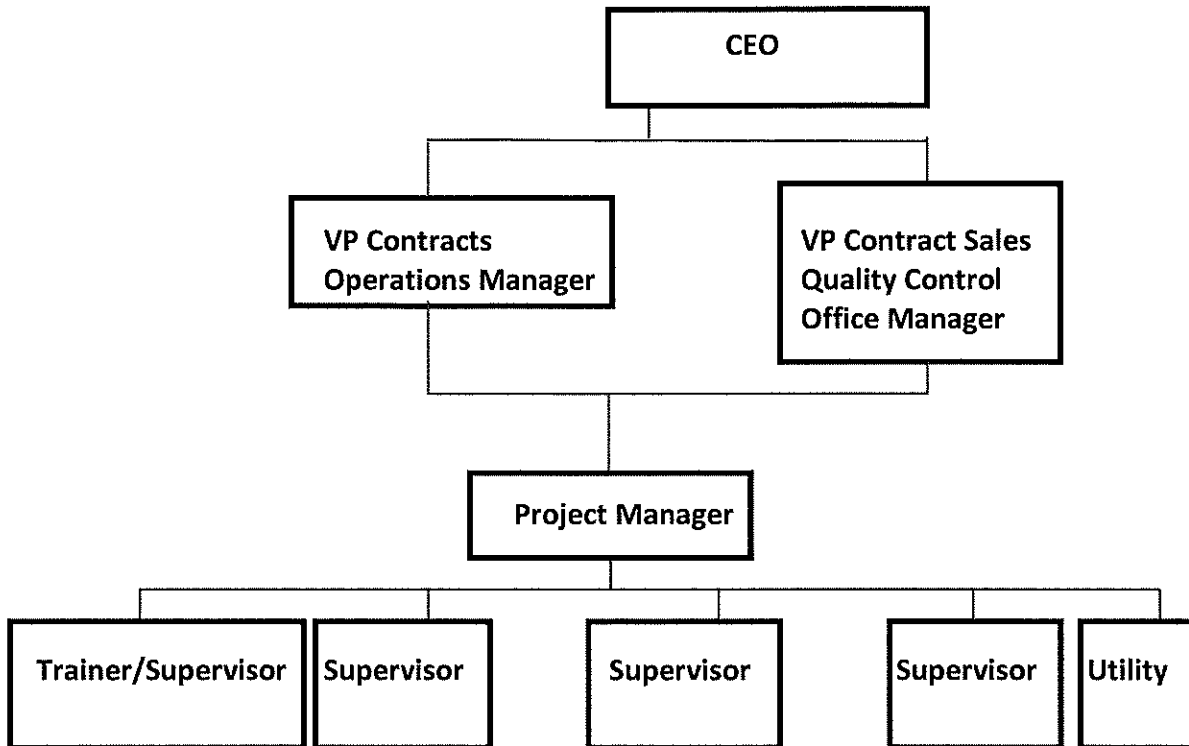
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**Administrative Support:**

Administrative support involves all personnel in our agency who are not directly responsible for producing custodial services at your building. Agency employees not involved directly with the performance of custodial service are also trained in support of this project. Job Coaches or counselors will have sufficient knowledge of the custodial field and complete training before directing custodial tasks. Support personnel within our agency (i.e. payroll, rehabilitation) will be apprised of how their job relates to the performance and success of this project, enhancing the quality of service to our customer.

Administrative personnel will be readily available for meeting with GSA Contract Administrators to settle problems, concerns corrections and assignments, at a mutually agreed upon time frame.

**Organizational Chart:**



**Roles and Responsibilities:**

- CEO**; Oversees entire operations of the contract. Establishes quality policy and expectations, allocates resource, reviews reports, provides feedback and direction.
- Vice President of Contracts/Operations Manager**; Oversees the contract and daily operations. Approves the purchase of equipment and supplies. Authorized to make decisions on behalf of the organization.
- Vice President Contract Sales/Quality Control/Office Manager**; helps to oversee contract. Performs and reports inspections. Works with Project Manager to insure service quality. Responsible for all invoicing.
- Project Manager** – Plans and oversees the work of the contract, trains and directs subordinate leaders, point of contact for customer relations at the contract level. Responsible for all reports to be submitted.
- Trainer/Supervisor** – Trains and directs workers, acting as a team leader, provides first line work quality confirmation, responsible for front line customer relations.
- Supervisor** - Directs workers, acting as a team leader, provides first line work quality confirmation, responsible for front line customer relations.
- Utility** – Reports and takes direction from the COR and Program Manager to perform daily tasks requested by GSA.

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In order to keep the lines of communication open, MGI Services will hold monthly Quality Control meetings with the COR to address performance deficiencies and satisfaction. (Frequency of Quality Control Meetings will be determined by the COR) MGI Services will attend Partnering meetings yearly with GSA to work on common goals, if requested by GSA.

If disagreements arise, MGI Services will adhere to the contract Regional Communication Matrix for resolution. Resolutions to disagreements between the parties should be sought within the context of the AbilityONE Program. Source America and the US AbilityOne Commission intervention may be requested by either party. The US AbilityOne Commission process for resolving problems under AbilityOne is as follows:

1. Seek resolution with the CRP participating.
2. Elevate to Source America Regional Office if resolution not possible at the local level with the CRP.
4. Source America Regional Office may elevate to the National Office on either the nonprofit or procurement agency behalf if either party or Source America region deems is necessary. As stated in our partnering agreement, Source America and PBS points of contacts should be advised and brought into the problem resolution prior to elevating to the US AbilityOne Commission.
5. The US AbilityOne Commission will be advised and requested to participate in a resolution if not achieved at Levels 1 through 4.

### **Employee/Periodical Work Schedule:**

The Project Manager will generate the final employee work schedule, floor care schedule, and the scheduling of periodicals. (See Addendum 2)

The Project Manager meets with the Supervisory staff and works as a team to compose the schedule. The team discusses each individual building requirement, length of time to complete each task, and employee capabilities. Once all these variables are taken into consideration, the Project manager generates the schedule.

The work schedule is a living document. It is kept in an excel format, and updated by the Project Manager as needed. Two janitorial positions are dedicated for filling in 15 hours a day in the event of absences.

The Project Manager notifies the Supervisors to any schedule changes via email. Janitorial staff is then verbally notified by management.

The Utility person follows the directive of GSA. In the event the Utility person is absent, the Project Manager will notify GSA of the replacement personnel.

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**Quality Control and Inspection System:**

Our quality control and inspection system is conducted by three separate entities:

Corporate Quality Control Inspector  
Project Manager  
Shift Supervisors

**Quality Requirements for task:**

Inspection will be conducted following the standard guidelines put forth in the contract for accuracy and completeness. Deficiencies will be noted during inspections and reported to the proper entity for correction. Service deficiencies will be addressed and corrected immediately if feasible. (Extra staff, equipment, or cleaning supplies needed may affect the response time) If it is a physical facility deficiency, Building Maintenance will be notified immediately, so that repairs can be scheduled.

**Frequencies of Inspections:**

The Corporate Quality Control Inspector is located off site and will perform an unbiased inspection of the campus. One (1) inspection of the entire campus will be completed quarterly, or at a mutually agreed frequency deemed necessary by the COR. Any deficiencies noted will be reported to the Executive Chief of Staff, the Vice President of Contracts, and the Project Manager.

The Project Manager will conduct inspections daily of the entire campus.

The Shift Supervisor will complete inspections daily of their assigned buildings/areas. Deficiencies noted will be corrected, and submitted to the Project Manager.

The Project Manager will note any trends in service. The Project Manager will utilize the trends as tools to improve service in areas of deficiencies. The Project Manager will also monitor service standards and practices on a regular basis, and compare them to the current industry standards. If deficiencies are noted, training will be updated to ensure level of service is current to industry standards.

The Project Manager will also track and monitor all supplies used under this contract to insure proper usage and effectiveness. "Green cleaning" supplies will be utilized where applicable. Along with tracking "green cleaning" supplies, the Project Manager will meet with the supply vendor regularly to discuss new product alternatives and demonstrations. MGI Services is making a conscious effort to fulfill the custodial service requirements, while reducing the exposure of personnel and building occupants to potentially hazardous products, equipment or procedures which could adversely affect human health and the environment, indoors and outdoors. (See Addendum 5)

## **Improvement and Changes of Services**

MGI Services is committed to providing the best service to satisfy the contractual requirements. Utilizing the inspection forms and customer feedback, MGI Services will evaluate the services/performance on a quarterly basis to determine if improvement and or change of service provisions are in order. If so, the Project Manager and management team will implement new procedures or equipment, and train all staff accordingly. Any changes requiring COR approval will be submitted at that time.

## **Problem Identification and Corrective Action:**

The Project Manager or assigned Supervisor will conduct daily inspections of the facility and the work being performed. During these inspections, the Project manager or designee will visually look for any deficiencies or problems with the physical facility, work performed, or potential safety issues. They will also speak to employees and facility tenants to identify any problems. The deficiencies will be noted and reported to the proper entity for correction. Service deficiencies will be addressed and corrected immediately if feasible. (Extra staff, equipment, or cleaning supplies needed may affect the response time) If it is a physical facility deficiency, Building Maintenance will be notified immediately, so that repairs can be scheduled.

If the deficiency noted is related to employee work performance, the individual employee will be addressed. The Project Manager or Supervisor will address the concern with the employee. At this time, further training or job coaching may be recommended. If the employee continues to create deficiencies; a written warning will be issued to the employee. At this time, the employee may be recommended for a different job task with additional training or job coaching until the employee is able to perform the job satisfactorily.

After the written warning, if employee's performance is still not acceptable, the employee may be terminated.

## **Service Calls:**

MGI Services will handle incoming service calls from tenants regarding repairs, service issues, or pest management entered into the service call email. Telephone calls or verbal requests will also be entered into the email service log for tracking and recording purposes. Depending on severity of the call, MGI Staff should respond immediately to within 1 hour. All service calls are entered into the Service Call GSAJanitorial@mersgoodwill.org. The information recorded will include: time/date of service call, building number, agency (name and number of who placed the call), who took the call, description of the issue, the corrective action taken, and the time it took to complete the service call. At any time, the COR may request or review the Service Call Email System.

MGI personnel should report all repair issues to ICEJV.



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**Pest Concern:** Tenants should contact MGI Services through the Service Call Management System to report pest problems. Calls or verbal communications from tenants regarding pests will also be entered into the Service Call Email System. The person receiving the report will then contact Blue Chip Pest Services if it is an emergency. The Pest Control Service checks with the Project Manager every week prior to normal service, and addresses any identified concerns. The pest control service will leave documentation confirming the incident

was addressed, which will be initialed by MGI Management staff for acknowledgement. . The completed Service Call Email System will be available for GSA to review at any time.

**Service Issue:** Tenants should contact MGI Services through the Service Call Management System to report service issues. Calls or verbal communication from tenants regarding service issues will also be entered into the Service Call Email System. Depending on severity of the call, MGI Staff should respond immediately to within 1 hour. Once the service issue has been addressed, the Supervisor will mark it complete in the Service Email System. The completed Service Call Email System will be stored for review at any time.

### **Record Keeping and Planned Maintenance:**

All equipment will be maintained as to manufacturer recommendations. Equipment will be inspected daily by Supervisory personnel as part of the Quality Control process. Any equipment deficiencies will be noted at that time, and repairs/maintenance scheduled. MGI Services has the ability to temporarily replace equipment to prevent an interruption in service.

### **Strike Contingency Plan:**

MGI Services is a non-unionized organization. The mission of our agency is to help provide, find, and secure employment for individuals with barriers. Because of this, we are constantly interviewing and hiring individuals on a daily basis. In the unlikely event our employees would unionize, and then strike, we have a large and abundant labor pool in which to fill all positions, as to not interrupt any contractual services. MGI Services may also utilize this labor pool for employee separation and or employee absence.

### **Monitoring of Subcontractors:**

The subcontractor will be held to the same standards required by the original contract. They will be assigned duties by the MGI Service's Executive Staff. Meetings will be held by the MGI Services Vice President of Contracts and the Subcontractor's Administrator to discuss work performance and expectations. The Executive Staff and Project Manager will monitor subcontractor's performance to ensure quality service. The following services are subcontracted and monitored:

Pest Control (See Addendum 5)

Waste and Recyclables (See Addendum 6)

Snow Services (See Addendum 7)

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## Addendum 1

### Training Schedule;

<b>2021/2022</b>	<u>Floor Care team and Supervisor</u>	<u>Employees, Job Coaches, Supervisor</u>	<u>Floor Care team and Supervisor</u>	<u>Employees, Job Coaches, Supervisor</u>	<u>Content Includes:</u>
<b>January</b>	1/8/2022 5pm Basic First Aid	1/8/2022 2pm 1/11/2021 7am,9am,10am Basic First Aid	1/15/2022 5pm Basic First Aid	1/15/2022 2:10pm 1/18/2021 7am, 9am,10 am Basic First Aid	Contents of Kits, Cleaning/Dressing Wounds, Eye Care, Alaris #, etc.
<b>February</b>	2/5/2022 5pm Floor crew Carts, Janitors Closets	2/5/2022 2pm 2/8/2021 7am,9am, 10am Housekeeping Carts, Janitors Closets	2/12/2022 2pm, 5pm Equipment Maintenance	2/15/2022 7am, 9am,10am Equipment Maintenance	SDS Books, Storing Chemicals and Paper together, etc.
<b>March</b>	3/5/2022 5pm Floor care Sweep, moping/Buffering	3/5/2022 2pm 3/8/2021 7am,9am,10am Restroom Care	3/12/2022 5pm Carpet Care (carpet spotting, extracting)	3/12/2022 2pm 7am,9am,10:10am Office care Common Areas	Steps, PPE, SDS Sheet hazards for each chemical, cleaning up after, etc.
<b>April</b>	4/9/2022 5:10pm Customer Service	4/9/2022 2:10pm 4/12/2021 7:10am,9am,10:10am Customer Service	4/16/2022 5pm Striping/Waxing	4/16/2022 2:10pm 7am, 9am,10:10am Detailing offices/restrooms	Customer requests/service calls, Difficult Customers, PPE, SDS Sheets, etc.
<b>May</b>	5/7/2021 5pm Carpet Care (carpet spotting, extracting)	5/7/2021 2pm 5/11/2020 7am,9am,10am Restroom Care (daily, weekly, chemicals, QC)	5/14/2021 5pm Striping/Waxing	5/18/2021 2:10pm 5/19/2020 7am,9am,10am Office care Common Areas	Steps, PPE, SDS sheet hazards for each chemical, cleaning up after,etc.
<b>June</b>	6/8/2021 5pm Basic First Aid	6/8/2021 2pm 6/9/2020 7am,9am,10am Basic First Aid	6/15/2021 5pm Basic First Aid	6/15/2021 2pm 6/16/2020 7am,9am,10am Basic First Aid	Contents of Kits, wound care, eye care, Alaris #, etc.
<b>July</b>	7/13/2021 5pm Hot Weather Safety	7/13/2021 2pm 7/14/2020 7am,9am,10am	7/17/2021 5pm Hot Weather Safety	7/20/2021 2pm 7/21/2020 7am,9am,10am Hot Weather	Staying Cool, Illnesses associated with..., Hydration, etc.

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		Hot Weather Safety		Safety	
<b>August</b>	8/7/2021 5:10pm Floor care Sweep, moping/Buffering	8/7/2021 2pm 7:10am,-10:10am Preventing Slips, Trips & Falls	8/14/2021 5:10pm Striping/Waxing (annual, square method, side by side, scrub recoat)	8/14/2021 2:10pm Restroom Care (daily, weekly, chemicals, QC)	Steps, PPE, SDS Sheet hazards for each chemical, cleanup after, etc.
<b>September</b>	9/11/2021 2:10-5:10p Employee Handbook	9/11/2021 7:10a-10:10a Employee Handbook	9/14/2021 2:10p-5:10p Employee Handbook	9/14/2021 7:10a-10:10a Employee Handbook Make-up class	Policies/Procedures, Requesting off/Holidays, Contract vs regular employees
<b>October</b>	10/9/2021 2:10p-5:10p Violence, Harassment, diversity in the workplace	10/9/2021 7:10a-10:10a Violence, harassment, diversity in the workplace	10/12/2021 5:10p Violence, Harassment, Diversity in the workplace	10/10/2021 7:10a-10:10a Violence, Harassment, Diversity in the Workplace	Examples of each, reporting incidents, celebrating differences, Mers Hotline, etc.
<b>November</b>	11/6/2021 5:10p Floor care Sweep, moping/Buffering	11/6/2021 2:10p 7:10a-10:10a Restroom Care (daily, weekly, chemicals, QC checklist)	11/9/2021 5:10p Striping/Waxing (annual, square method, side by side, scrub recoat)	11/9/2021 2:10p 7:10a-10:10a Commit to Clean Office Cleaning/ Dusting	Steps, PPE, SDS Sheet hazards for each chemical, cleanup, etc.
<b>December</b>	12/11/2021 5:10pm Cold Weather Safety	12/11/2021 2:10pm 7am-10am Cold Weather Safety	12/14/2021 5:10pm Cold Weather Safety	12/14/2021 2:10pm 7am-10am Cold Weather Safety	Ice, Snow, Self Care, Illnesses associated with..., Flu Season, etc.

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**Addendum 2**

**Current Employee Work Shchedule:**

<b>Supervisor</b>	<b>Last Name</b>	<b>First Name</b>	<b>Building</b>	<b>Tasks/assignment</b>	<b>Start Shift</b>	<b>End Shift</b>
Robert	Bassett	Reginald	105	Complex	400p	700
Sha-Tunya	Benson	Angel	104F	Restrooms, offices	900p	120
Whitney	Brown	Justin	105	1 <sup>st</sup> floor restrooms	1100a	300
Whitney	Bryant	Sean	105	2 <sup>nd</sup> FL Dusting	1000a	230
Whitney	Bulliner	Terry	Complex	105 1 <sup>st</sup> FL	700a	300
Whitney	Campbell	Katrina	103	FSA	1000a	300
Marvin	To Be Hired		Complex	Project Manager	800a	400
Marvin	Carey	Whitney	105	2 <sup>nd</sup> Floor USDA Offices	700a	300
Robert	Cecil	Andre	Complex	Floor Crew	500p	100
Marvin	Evans	Michael	Complex	Utility	700p	300
Robert	Crossland	Kenneth	105	Trash 2 <sup>nd</sup> floor	1230p	800
Marvin	Brown	Sha-Tunya	Complex	Supervisor	700a	330
Sha-Tunya	Davis	Shondella	105L, 105F	1 <sup>st</sup> FL Offices, restrooms	1000a	400
Robert	Dunaway	Edward	Complex	Floor Crew/Ecolab	200a	900
Sha-Tunya	Strauss	Paul	105	1 <sup>st</sup> floor CSC and USDA Mailroom	10a	200
Sha-Tunya	Grant	Jamel	105	2 <sup>nd</sup> Floor offices	200p	700
Sha-Tunya	Hampton	Katherine	104	2 <sup>nd</sup> Floor Offices	700a	110
Sha-Tunya	Cowsette	Stacey	115	Gym	800a	110
Whitney	Harris	Joesuf	105	2 <sup>nd</sup> Floor USDA labs	900a	200
Sha-Tunya	Dunaway	Edward	104	VA, evening porter	630p	103
Sha-Tunya	Johnson	Edward	103	DISA, Restrooms, Trash and Offices	700a	200
Marvin	Johnson	Andre	104	Recycle	700a	200
Whitney	Cowsette	Stacey	105	1 <sup>st</sup> Floor restrooms	900a	100
Whitney	Lambus	Derek	105E	2 <sup>nd</sup> floor offices, USDA trash, ITS trash	1200p	400
Whitney	Lannon	Gloria	105,107,104	Offices, restrooms	1030p	630
Avelina	Lee	Wanda	104	2 <sup>nd</sup> floor offices	900a	200
Sha-Tunya	McMorris	Lynette	104	1 <sup>st</sup> Floor Offices	900p	130
Sha-Tunya	Pullom	Kenneth	105	2 <sup>nd</sup> FL vacuuming	1200p	300
Sha-Tunya	Raff	Terry	104	1 <sup>st</sup> Floor VA, Restrooms and Offices	700a	300
Marvin	Reed	Robert	Complex	Floor Crew, Supervisor	200p	103
Robert	Riggins	Willie	Complex	Floor Crew	400p	100
Sha-Tunya	Rivers	Ashley	103	1 <sup>st</sup> Floor restrooms/Cafeteria	900a	200
Sha-Tunya	Robertson	Kayla	104	2 <sup>nd</sup> Floor Restrooms	700a	200
Robert	Jones	Rita	105	2 <sup>nd</sup> fl offices	500p	100
Robert	Salas-Lizarraga	Amador	Complex	Floor Crew	400p	100

## COVID Cleaning Schedule

Employee Name	Time	Building
Bryant, Sean	11:30am to 2:00pm	DISA, 103
Bulliner, Terry	12:00pm to 3:00pm	105 Labs, 1 <sup>st</sup> floor
Campbell, Katrina	11:30am to 2:00pm	103, 103D, 103E
Cowsette, Stacey	12:00pm to 3:00pm	1 <sup>st</sup> and 2 <sup>nd</sup> floor 105
Harris, Joesuf	12:00pm to 2:00pm	105 labs, 2 <sup>nd</sup> floor
Lambus, Derek	11:00am to 1:00pm	1 <sup>st</sup> and 2 <sup>nd</sup> floor 105E, Snack Shop 105F
McMorris, Lynette	11:30am to 2:00pm	104F, 1 <sup>st</sup> and 2 <sup>nd</sup> floor 104, 115
Rivers, Ashley	12:00pm to 1:30pm	110
Simms, Tony	10:00am to 11:00am	Rear Offices 110
Smith, Jasmine	12:30pm to 2:00pm	102E, 106, 107

## **Floor Care Schedule:**

\*Periodical cleaning of carpets and stripping/waxing of hard floors is scheduled as follows:

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Sha-Tunya	Smith	Jasmine	110	2 <sup>nd</sup> Floor Offices	900a	200
Whitney	Smith	Marlos	Complex	Stairwells	900a	200
Robert	Jones	Rita	105	2nd Floor Offices	400p	900
Sh-Tunya	Strauss	Paul	104E, 104F	NITC, Offices	100p	600
Sha-Tunya	Strickland	Derrick	103	DISA	700p	200
Sha-Tunya	Strickland	Derrick	103	2 <sup>nd</sup> Floor DISA	700a	200
Sha-Tunya	Cowsette	Stacey	Complex	Ecolab/Relief	1000a	200
Sha-Tunya	Woods, Jr.	Elijah	104	VA File Area/ entryways	700a	110

### **Floor Care Schedule:**

\*Periodical cleaning of carpets and stripping/waxing of hard floors is scheduled as follows:

Area	Project	Completion
	Floor	
110	Care	March 2022
	Floor	
102E	Care	February 2022
	Floor	
106	Care	February 2022
	Floor	
107	Care	February 2022
	Floor	
103D	Care	January 2022
	Floor	
103E	Care	January 2022
	Floor	
103	Care	March 2022
	Floor	
103F	Care	January 2022
	Floor	
104E	Care	January 2022
	Floor	
104F	Care	January 2022
	Floor	
104	Care	April 2021
	Floor	
115	Care	January 2022
	Floor	
105L	Care	December 2021
	Floor	
105F	Care	December 2021
	Floor	
105E	Care	December 2021
	Floor	
105	Care	December 2021

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**Periodical Cleaning Requirement Schedule:**

	<b>Building</b>	<b>Completion</b>
1	110	March
2	102E	February
3	106	February
4	107	February
5	103D	January
6	103E	January
7	103	March
8	103F	January
9	104E	January
10	104F	January
11	104	April
12	115	January
13	105L	December
14	105F	December
15	105E	December
16	105	December

<b>Area</b>	<b>Project</b>	<b>Completion</b>
Complex	Windows	September 2021

## **Quality Requirements for Tasks:**

The following is a list of tasks to be performed for this contract, and the standard use to measure satisfactory completion. This list will aid in the inspection process to ensure quality of service.

### **Task                      Quality Requirement**

<b>Performance-based Task</b>	<b>Services to be inspected</b>	<b>Standard for successful performance</b>	<b>Quality Assurance Surveillance Method</b>
<b><u>SECTION C</u></b> Contractor shall provide interior custodial services.	<b><u>FLOOR CARE</u></b>		The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<b><u>BARE FLOORS</u></b> (lobbies, corridors, restrooms, etc.)	Floors, base moldings and grout shall be clean and free of debris, including but not limited to, (dirt, water streaks, mop marks, string, gum, tar and other foreign matter). The floors shall maintain their natural luster and not have a dull appearance.	
	ADP Floors	Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP) space.	
	Asphalt Floors	Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.	
	Loading Dock Floors	All applicable floor areas shall be maintained in accordance with industry standards.  Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.	
	Strip and Finish	The old finish or wax shall be removed and new sealant applied in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, rust, burns, or scuffmarks, or wax build-up in corners or crevices. UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED.	
	Sealing	Sealant must adhere to the floor. Floor areas must be evenly coated	



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Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		surrounding areas shall be free of dirt, dust, litter, and debris.	
	<u>PLATE GLASS (all glass - glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies vestibules, and spandrel)</u>	Shall be clean and free of dirt, grime, streaks and moisture, and shall not be cloudy.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>WINDOW WASHING</u>	Windows shall be clean (minimum is annually) and free of dirt, grime, streaks and moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of interior glass shall be wiped free of drippings and other watermarks.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>BLINDS AND COVERINGS</u>	All blinds and coverings, cord tapes, and valances shall be clean and free of dust and spots.  Blinds and coverings shall be washed (minimum is annually) on both sides and coordinated with the COR.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>POLICING (All building areas both interior and exterior)</u>	All trash, and other discarded material shall be removed.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>CONCESSIONS</u>	Public areas shall be clean, sanitized, free of spillages, food crumbs, spots, smudges, marks, and soil	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>FITNESS CENTERS, HEALTH UNITS, AND LABORATORIES</u>	Areas such as the fitness centers, health units, and laboratories, shall be cleaned with disinfectant. All metal (door frames and	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant

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Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		handles, fixtures, equipment) and glazed surfaces (including partitions), shall be free of smears, finger marks, and streaks and shall maintain a uniform luster.	interviews, periodic inspections, and service call documentation.
<u>SECTION C – Standard Services - Exterior</u>	<u>CANOPIES</u>	Shall be clean and free of dirt, dust, cobwebs, nests, bird excrement, trash, and debris.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>HARD SURFACE AREAS (sidewalks, brick areas, hard surfaces, parking areas, garages, docks, etc.)</u>	Shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>EXTERIOR SURFACES (signs, vending machines, tables, etc.)</u>	Shall be clean, with no dirt, dust, residue, streaks, spots, soil substances, discoloration, or rust.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>SNOW AND ICE REMOVAL</u>	Shall be free of snow and ice which may cause slip hazard.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C CONT</u>	<u>RECYCLING</u>	Recyclables shall be transported from recycling bins to storage containers in designated area.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> Contractor shall provide surveillance, trapping, extermination and pesticide application components of the integrated pest management (IPM) Program	<u>IPM INITIAL INSPECTION</u>	Shall provide a thorough initial inspection of interior space and exterior grounds and paved areas.  Shall identify all areas including equipment, structural features or practices that contribute to pest infestation.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>IPM PERIODIC INSPECTION</u>	Shall conduct quarterly inspections to determine if treatment is required.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

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<b>Performance-based Task</b>	<b>Services to be inspected</b>	<b>Standard for successful performance</b>	<b>Quality Assurance Surveillance Method</b>
	<u>IPM PLANS</u>	Shall obtain approval from the COR <u>BEFORE</u> treatment is rendered.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>NON-PESTICIDE PRODUCTS AND USE</u>	Shall use non-pesticide methods of control whenever and wherever possible.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

## Addendum 4

### Green Cleaning Compliance:

#### Introduction:

The intent of MGI Services is to meet the custodial service requirements for Contract #GS-06P-13-GX-D-0016, while reducing the exposure of your personnel and building occupants to potentially hazardous products, equipment or procedures which could adversely affect human health and the environment, indoors and outdoors.

#### Components of our program:

- Chemicals and dispensers
- Powered maintenance equipment
- Miscellaneous supplies
- Procedures
- Training
- Communications
- Staffing

#### Chemicals:

This section will outline the criteria for choosing sustainable chemicals to be used in the program. The following are typical criteria for environmentally preferable cleaning chemicals:

- Low VOC
- Low toxicity
- More moderate pH (4-11)
- Concentrates & dilution control
- Low odor
- Readily biodegradable
- Work in cold water
- No carcinogens
- Multiple use products
- No heavy metal floor finishes
- Products derived from renewable resources
- Products in recyclable packaging

#### Equipment:

The equipment utilized will reduce building and the environmental impact while continuing to deliver economical and effective results. This section will outline the criteria for selecting environmentally preferable equipment:

- **Vacuum cleaners (backpack or up-right)** – CRI certified or HEPA filtration; sound level of less than 70 dBA
- **Carpet extractors** – CRI certified or capable of producing maximum 24 hr. drying times
- **Floor machines** – vacuums to capture fine soil particles; sound level of less than 70dBA
- **Automatic scrubbers** – variable speed pumps to optimize the use of cleaning fluids
- **Battery powered equipment** - equipped with environmentally preferable gel batteries.

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- **Equipment is ergonomically designed** to minimize vibration,

noise, user fatigue and contain safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Another area to ensure a sustainable cleaning program is the continual maintenance of janitorial equipment. MGI Services will maintain purchasing records and maintenance logs for each piece of equipment in the facility to assist a LEED-EB certification or to green its operations.

### **Items to include in the maintenance log:**

- Location of facility
- Date purchased or introduced to the facility
- Routine maintenance dates
- Record of repairs
- Additional user training needed

### **Microfiber cloths and mops:**

The use of a micro fiber cloths and mops is another method to lessen the impact on health and the environment.

### **Procedures:**

#### **Green Maintenance Procedures**

In general, green maintenance procedures are similar to traditional procedures. The differences are more a matter of focus than one of technique. The focus of this section is on pollution prevention strategies and some specific opportunities to modify traditional procedures to reduce impacts on health and the environment.

### **People with Special Needs:**

- Identify those building occupants and employees with individual needs and sensitivities.
- Develop a plan to address the individual needs of people with sensitivities.
- Change the products and/or cleaning schedules as necessary to accommodate their individual needs.
- Address ventilation requirements to help mitigate any problems.

### **Dusting:**

- Gather appropriate materials, read MSDS sheets.
- High dust first.
- Use a wet folded microfiber cloth and refold as the cloth becomes dirty.
- Clean and restore materials used.
- Report any problems encountered.

### **Dust Mopping:**

- Gather supplies and Personal Protective Equipment (PPE)
- Read MSDS and label instructions
- Remove obstacles
- Position caution signs
- Vacuum matting

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- Remove large debris, mats or anything stuck to floor
- Use the largest micro fiber damp dust mops with swivel action based on the size of the area and the physical abilities of the custodial worker, or use wide area vacuums fitted with appropriate bag/filters versus dust mops
- Dust mop edges first at an angle away from the wall
- Replace mop head (as needed) and pick up dirt, dust, debris and dispose of properly

**Entryways:**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Position caution signs
- Dust from top to bottom with a damp microfiber cloth
- Spot clean surfaces
- Vacuum matting, dust mop lobby with damp microfiber mop
  
- Collect and empty trash containers
- Wet mop entry and lobby area
- Clean and restore all supplies
- Remove caution signs
- Note any problems

**Floor Care:**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs

**Floor Care – Routine Maintenance:**

- Thoroughly vacuum all floor matting to remove soils. Remove the matting so the floor can be cleaned.
- A long handle scraper or putty knife should be used to remove stickers; gum and other debris adhered to the floor surface.
- Using a clean damp microfiber dust mop, carefully sweep the entire floor surface removing soils. Dispose of the soils properly.
- 
  
- Fill the automatic scrubber with cool water and the selected floor cleaner per label directions.
- Attach the red scrub pad to the scrubber and be sure wet floors signs are properly placed.
- With the squeegee down, vacuum motor on and brushes engaged, scrub the entire floor area.
- Once the floor is dry it is ready to be scrubbed if needed.
- If the area is smaller or an auto scrubber is not available use a mop and bucket, a standard floor machine and wet/dry vacuum. Mop on the cleaning solution, allow it to dwell for 5 minutes, scrub with the floor machine and attached red scrub pad and then pick up the liquid with a wet/dry vac.



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**The use of a Restorer:**

- Prepare the area the same as when cleaning the floor. Vacuum and remove matting, loosen soils with scraper and dust mop. Always place caution signs before applying the restorer.
- Fill the automatic scrubber solution tank with cool water and restorer per label directions.
- Attach the red scrub pad to the automatic scrubber. Scrub the entire floor area.
- Once dry, Scrub the floor back to a smooth, clean, highly reflective shine. Select the proper scrubbing pad and floor machine. Scrub the area until all the scuff marks, black heel marks or scratches are removed. Dust mop the entire area to remove any residue from the floor.

**Spray Buffing:**

- Prepare the area the same as when cleaning the floor as previously demonstrated.
- Apply spray buff sparingly to the area being buffed.
- Using the floor machine and red pad, buff the area until all soils, scuffs and black marks are removed.
- After spray buffing has been completed the area should be dust mopped to remove any residue from the floor.
- Clean and restore all supplies
- Remove caution signs when floor is completely dry
- Note any problems

**Floor Care - Interim Maintenance:**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs
- Prepare the area you will be cleaning by removing any furniture or other items.
- 
- Using a floor scraper, remove stickers, gum, tape or other debris. Then dust mop or sweep the floor.
- Next, you'll prepare your equipment and cleaning solution
- Before scrubbing, use a top scrub solution along the edges and hard to reach areas. Squeegee the solution into the path of the scrubber for pick up after scrubbing.
- To ensure all embedded soils are removed, we recommend a double scrub method. This is accomplished by applying the top scrub solution with the squeegee up and the vac motor off. Apply the solution over a section of the floor allowing the solution to dwell as you scrub the area.
- As you begin the second pass, drop the squeegee and turn on the vac motor. Pick up the solution and then check the floor for a consistent look. If there is still embedded dirt and discoloration, the floor most likely needs to be stripped. If the floor is clean, you are ready to apply new finish.
- For obstructed areas or if an auto scrubber is not available, use a floor machine and a wet/dry vac. Apply the top scrub solution with a mop, scrub the floor with the standard floor machine using a green or blue pad and recover the solution with the wet/dry vac. As with the automatic scrubber, use scrub baseboards or hard to reach areas. Squeegee the solution into the path of the wet/dry vac for pick up.

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### **Detail Rinse:**

- After the area is cleaned, fill the auto scrubber with clean cool water to detail rinse. If you did not have an auto scrubber, simply fill a mop bucket with clean cool water to detail rinse the floor. Be sure to mop the edges or hard to reach areas that the scrubber may have missed.
- Allow the floor to dry. A fan may be used to speed this process. Check the floor with the palm of your hand to be sure there isn't any residue that may interfere with the new floor finish. If a white powder comes off on your hand, you will need to detail rinse again. Your objective is to have a clean, dry film free floor to begin the application of the new finish.

### **Applying new finish:**

- We recommend first puddling the finish to saturate the mop head. Simply squeeze the trigger to release the finish as needed. If finish is to be applied close to the wall, then run the applicator sideways along the wall.
- There are different techniques for applying the finish, but the following is recommended:
- First, box out the area to be finished, but no larger than 8' by 20'. Squeeze the trigger as you outline the area to apply enough finish on the floor.
- Use an overlapping figure eight motion to evenly spread the finish. If more finish is needed, squeeze the trigger as the applicator head passes in front of you versus on the turns.
- Do not constantly squeeze the trigger or too much finish will be applied. The weight of the applicator head and the overlapping figure 8 motion will evenly spread out the finish. Any ridges can easily be corrected and smoothed over with the applicator. Add more finish if streaking is apparent. Typically, 1,000 sq. ft. can be coated in less than 10 minutes. (Simply use a can liner to store your applicator between coats. To change bags, turn the valve to the off position and unscrew the L connector and tubing. Attach a new bag and turn the valve back on.)
- Use a clean bucket and wringer and place a clean trash liner in the bucket before filling with floor finishes. Using a finish mop apply the finish to the floor. Always be sure the finish mop is clean and well rinsed out before you begin.
- Start by boxing out the area to be finished, normally no larger than 8' x 20'. Then apply the finish using an overlapping figure 8 motion.
- Conventional floor finish will require approximately 30 minutes to dry under normal temperature and humidity conditions. Elevated temperature and humidity may extend the dry time. After 10 minutes of drying, you can increase the airflow in the room by using a floor fan. Position the fan toward the ceiling to circulate the air.
- Because the floor has been deep scrubbed, multiple coats of finish will be applied. Consult label instructions for the proper number of coats.
- To prevent buildup of finish along the edges, keep the first and last coats of finish approximately one tile's width away from the wall.

### **Floor Care – Restorative Maintenance – strip and recoat**

- Gather supplies and PPE
- Notify any vulnerable employees or occupants before the procedure is conducted
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs

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- You'll need to prepare the area you will be cleaning by removing any furniture or other items.
- Using a floor scraper, remove stickers, gum, tape or other debris. Then dust mop or sweep the floor.
- Next, you'll prepare your equipment and stripping solution.
- Attach the black strip pad to the automatic scrubber or stripping machine and be sure the wet floor signs are properly placed.

### **Stripping the floor:**

- Apply the stripper solution freely to the floor. Allow the solution to stand for 10 minutes being careful to not let the solution dry. If the stripping solution does dry, simply apply more solution to the area and rescrub.
- Before stripping, use a doodlebug and stripping solution along the edges and hard to reach areas. Then squeegee the solution into the path of the scrubber for pick up.
- To insure all existing finish is removed, we recommend a double scrub method. Apply the solution over a section of the floor allowing it to dwell for 10 minutes. Start scrubbing with the squeegee up and the vac motor off. As you begin the second pass, drop the squeegee and turn on the vac motor. Pick up the solution and then check the floor for any residual finish.
- For obstructed areas or if an automatic scrubber is not available, use a floor machine and a wet/dry vac to strip the floor. Apply the stripping solution with a mop, scrub the floor with the standard floor machine using a stripping pad and recover the solution with the wet/dry vac. As with the automatic scrubber, use the doodlebug to scrub baseboards and hard to reach areas and then squeegee the solution into the path of the wet/dry vac for pick up.

**Detail rinse the floor: use the same procedures as described for interim maintenance**

**Apply the new finish: use the same procedures as described for interim maintenance**

### **Carpet Care – Routine Maintenance – Vacuuming**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs
- Check schedule for areas to vacuum
- Check vac filter and replace if half full
- Remove large debris
- Plug vac in center of room. Vacuum matting. Vacuum appropriate areas.
- Note spots and stains to remove
- Check filter bags and replace if half full
- Remove caution signs
- Note any problems

### **Carpet Care – Spotting**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles

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- Post caution signs
- Inspect area for spots, identify type of stain and select proper spotter solution
- Remove solid soils and blot up excess liquid. Dispense spotting solution in a straight spray versus a fine mist, agitate towards center and let solution dwell according to label instructions.
- Rinse area with clean water and blot or use spotting machine, **REPEAT IF NECESSARY**
- Vacuum area after spot removal

### **Carpet Care – Interim Maintenance**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs
- Perform routine maintenance first
- Pre-spray heavily soiled areas with green cleaner
- Attach the appropriate pad and clean the appropriate area
- Use carpet dryers and increase ventilation and allow area to dry completely
- Clean and restore all supplies
- Check filter bags and replace if half full
- Remove caution signs
- Note any problems

### **Carpet Care – Restorative Maintenance**

- Gather supplies and PPE
- Notify any vulnerable employees or occupants before starting the cleaning procedure
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs
- Perform routine maintenance first
- Pre-spray heavily soiled areas with green cleaner
- Extract the appropriate area with clean water
- Use carpet dryers and increase ventilation and allow to area to dry completely
- Clean and restore all supplies
- Check filter bags and replace if half full
- Remove caution signs
- Note any problems

### **Restrooms:**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs
- Clean from high to low, towards the doorway, and do dry work before wet work.

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- Clean and disinfect all toilets and/or urinals. Remove urinal screens from the urinals and using the bowl swab, push water level down in stools. Apply bowl cleaner to the exposed interior surfaces of the bowls and/or urinals, specifically under the rim. Allow time for the chemical to work, while cleaning partitions and showers (approximately 10 minutes – follow manufacturer's directions). DO NOT FLUSH
- Remove trash from all waste receptacles. Clean receptacles with disinfectant cleaner. Replace liners if needed.
- Clean the exterior of all dispensers and re-stock supplies, including paper towel dispensers, feminine hygiene dispensers, toilet issues dispensers and hand soap dispensers.
- Clean all sinks using disinfectant cleaner and sponge, leave disinfectant on surfaces according to manufacturer's directions.
- Clean all mirrors with glass cleaner and micro fiber cloth.
- Remove graffiti from walls and stall partitions, clean stall partitions and walls as needed with disinfectant cleaner. If graffiti remain, use specialized graffiti remover and rinse area when cleaned.
- Scrub the inside of the bowls and urinals with a bowl swab. Use an abrasive sponge for difficult soils. Clean the exterior of the bowls and urinals with disinfectant cleaner. Clean both sides of the toilet seat. Clean the walls around the bowls and urinals with disinfectant cleaner. Flush bowls and urinals. Polish all chrome surfaces with a dry cloth after cleaning with disinfectant cleaner.
- Treat sink, shower or floor drains with drain maintainer if necessary.
- Clean both sides of entrance/exit doors with disinfectant cleaner, paying special attention to clean hand contact areas.
- Dust mop or sweep the floor and pick up collected debris with dustpan.
- Scrub the floor with a disinfectant cleaner using a wet mop, bucket and wringer. If needed, scrub floor grout with a tile and grout brush. Rinse with clear water. Squeegee or vacuum up excess water, if necessary.
- Clean and restore all supplies
- Remove caution signs
- Note any problems

### **Hand Washing:**

Proper hand washing is very important to limiting the growth of harmful microorganisms and the spread of infection and disease. Practicing good hand washing skills is one of the best routines you can do for yourself and for others.

### **Proper Hand Washing Techniques**

- You should get in the routine of washing your hands frequently throughout the day, especially after the following activities:
- Visiting the restrooms
- Sneezing or coughing
- Removing gloves
- Handling money
- Coming into contact with people who have colds or viruses
- Visiting or touching public areas or items such as grocery carts, pay phones, restaurants and cafeterias and. Gather paper towels if they are available.
- Wet hands with warm water. Warm water ensures that you get optimal lather for effective cleansing.

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- Place soap in your palm. Be sure to use an amount the size of a nickel.
- Using vigorous friction, lather both hands and wrists completely for 15 to 30 seconds. An amusing, yet helpful habit is to sing the Happy Birthday song to yourself. Be sure to cover all surfaces of your hands, including the backs and between the fingers.
- Rinse thoroughly, making the water run downward off the skin.
- Dry hands completely with paper towels or an air dryer.
- Remember, you contaminate yourself the moment you touch another surface. So avoid touching areas as much as possible. Use a paper towel to turn off faucets and open exit doors.

In the absence of water, an alcohol hand sanitizer will be used.

### **Food Areas: Cafeterias, Break rooms, Etc.**

- Gather supplies and PPE
- Read MSDS and label instructions
- Remove obstacles
- Post caution signs
- Separate recyclables from trash in appropriate containers.
- Wipe and disinfect trash and recyclable containers.
- Clean and disinfect all horizontal and vertical surfaces.
- Clean and disinfect hard floor surfaces.
- Vacuum carpeted floors.
- Clean and restore all supplies
- Remove caution signs
- Note any problems

### **Measuring/Diluting Concentrated Cleaning Products:**

- Use appropriate protective equipment when mixing concentrated cleaning products, consult MSDS sheet.
- Follow manufacturer's dilution directions. Don not under or over-dilute concentrated cleaning products.
- Make sure that spray bottles (secondary containers) have appropriate labels.
- Never mix different cleaning products together.
- Create product selection wall charts.

### **Safety Issues:**

#### **OSHA Blood-Borne Pathogen Standard -**

1. Use safety cones or other means to make sure that occupants do not come in contact with spills.
2. Use proper personal protective equipment (i.e. gloves, goggles).
3. Disinfect the areas with appropriate solution.
4. Dispose properly in an appropriate bag.
5. Place in proper container for disposable.

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While OSHA required training does not deviate in a green maintenance program, because the Blood-Borne Pathogen Standard requires among other things the use of an intermediate grade disinfectant that is tuberculosis (kills TB), proven effective against the Hepatitis B Virus (HBV) and HIV 1 (AIDS) or a specified dilution of chlorine bleach (sodium hypochlorite).

In a green maintenance program, it is recommended that a product specifically meeting OSHA's requirements be used along with all of the specified procedures (Universal Precautions), and this be clearly separate from the products and procedures used for general disinfection/sanitizing.

### **Handling Chemicals:**

- Virtually all cleaning products present some hazards and should be handled carefully.
- Workers will be trained in the safe handling and use of cleaning chemicals. Use appropriate protective equipment when mixing and using cleaning products.
- Ensure employees know where MSDS sheets are located and review how to use them on a regular basis.
- Follow manufacture's label instructions.
- Put appropriate labels on secondary containers such as spray bottles.
- Never mix different cleaning products together.
- Ensure that chemical are stored and disposed of properly.

### **Spills:**

Generally, it is preferable to address spills as soon as possible to minimize impacts on both health and the environment. We will work with building occupants to communicate quickly to address spills.

- Clean spills while still fresh.
- Use the proper cleaning solutions.
- Dispose solution properly.
- Ensure that occupants know whom to contact in case of spills.

### **Recycling:**

Recycling is very important pollution prevention activity to reduce our burdens on the environment as a result of both solid waste disposal and the extraction of the natural raw materials. The recycling effort is guided by regulations and mandated including EPA's Comprehensive Procurement Guidelines. The following are suggested materials for recycling:

- Aluminum Cans
- White office paper (e.g., copier, bond, computer)
- Mixed office paper (e.g., ledger paper, folders, pamphlets, brochures, envelopes)
- Newspaper
- Cardboard
- Telephone and other books
- Scrap metal including steel containers
- Fluorescent lamps
- Batteries, compact discs
- Microfilm and recording tape
- Carpet

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- Ceiling tiles
- Computer equipment
- Plastic bottles

### **Procedures:**

- Ensure that the building collection meets with the guidelines from the local recycling hauler and recycling facility.
- Ensure that occupants understand what can be recycled and how it needs to be separated.
- Food containers, such as soda cans, should be rinsed clean by occupants before placing them in recycling containers so as to not attract pests.
- Track recycling results.

### **Trash:**

- Ensure that trash, especially that which contains food waste are removed frequently and are not left in building over an extended period of time (i.e. weekends or holidays).
- Dispose properly and ensure that trash does not attract pests, birds, etc. nor create litter.
- Make sure that trash and recyclables are being separated properly.
- Make sure occupants know how to separate recyclables.

### **Tracking Results:**

Tracking results is key to demonstrating the effectiveness and value of a green cleaning program. Employees will be trained to know what we are going doing, why we are doing it, and how we will do it. The Project Manager will track results through inspection forms of work and supplies.

### **Training:**

As with conventional cleaning programs, training is one of the keys to success. Green cleaning is no different and the following training process will ensure a successful sustainable program implementation and support the LEED-EB certification efforts. Initial training, periodic and corrective training will be

meshed with current programs. The procedures and training segments will be presented to supervisors first and then incorporate management staff in employee training sessions to show management's commitment to the program.

- **Specific green training –**
  - MGI Services will explain to Supervisors and all employees the benefits and reasons we are utilizing the “green cleaning” model.
- **Product/Equipment/Supplies –**
  - Description of new product, equipment and supplies
  - Compare to existing items
  - Dispensing methods
  - Safe use and storage information
- **Methods of instruction**



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- Lecture with training aids, videos, printed material. The Health and Safety Coordinator will conduct safety seminars
  - Hands on sessions where Supervisors will train employees on new procedures and cleaning techniques
  - Cleaning task cards will be created for specific tasks for employees who may have trouble with communication
- 
- **Training attendance logs** will be maintained for initial, review and corrective training sessions for all personnel. Follow up training will also be conducted and maintained on the log
  - Individuals hired for this contract will demonstrate a proficiency in the custodial field and a complete understanding of the requirements of the Statement of Work. Our agency will support these selected individuals in training and continuous training to meet these objectives. The disabled and non-disabled employees that are placed on this project will go through a complete screening process.
  - Background checks, drug tests and security clearance requirements will be conducted before an individual can work on this contract.
  - New employees will attend the company orientation process prior to beginning work. They will be given a copy of the company handbook, and be instructed on what is expected from them, what their rights are, and a general description of the work they are expected to do.
  - Our Health and Safety Coordinator will train employees for proper safety procedures and precautions when performing custodial work. (proper lifting, PPE equipment, blood borne pathogen training, hazardous communication, emergency first aid) Each new employee will be given the opportunity to receive the Hepatitis B vaccination free of charge at that time.
  - Once a new employee is placed on a particular site, the Project Manager will designate a Supervisor or Job Coach to train the individual. (If the individual has a significant disability, the individual will be assigned a Job Coach for a minimum of 2 weeks, to work alongside them. If the employee is an able body worker, they will be assigned a Supervisor to train them for a minimum of 2 weeks.) All individuals will be given hands-on training as well as classroom training with the use of videos. Topics such as stripping and waxing of floor, office cleaning, and restroom cleaning will be taught at that time.
  - **Continuing Education/Training:** The Project Manager will conduct monthly continuing education and training for all employees. Besides teaching new cleaning techniques or better practices, this training will always have a health and safety component developed by our Health and Safety Coordinator. Topics will vary month to month. All continuing education/training conducted will be documented and placed in the Training Attendance Log to verify completion.

### **Communication:**

The reason and benefits of the program will be discussed with all employees during their initial training session. Also program information will be posted at work locations to demonstrate the commitment for the program.

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Another component of the communication plan is the identification of employees or building occupants with special needs, physical and sensitivities, like dust, chemicals, noise, etc. When identified they should be notified of any products or procedures that may cause discomfort.

### **Staffing Requirements:**

The definition of green cleaning is to lessen the impact of products and services on the health and the environment when compared to similar products and services used for the same purpose. We will find that staffing requirements will not change much for green cleaning. The major changes will be in products, equipment and supplies, not in procedures and time requirements.

The 2009 LEED-EB Version 3 document, Indoor Environmental Quality Credit 3.2, requires the use of the APPA Leadership in Education Facilities Custodial Staffing Guidelines to determine the appearance and staffing levels of facilities.

**Pest Control Plan:**

**Current Subcontractor:**  
**Blue Chip Pest Services**  
**1623 Headland Drive**  
**Fenton, MO 63026**  
**(636) 343-7900**

Week One: (1)

Building (105) USDA building. This building has a basement with standing water and a lot of bait stations for rats, also due to the common areas, rodent stations on the exterior will be checked, inspected, and treated as necessary. The rest of the building, (105E) audit, (105F) old cafeteria, (105L) training center, and part of (104) will also be done. Perform any extra services on list.

Week Two: (2)

The Cafeteria (103F), the rest of (104), (104E), (104F), (110), and (115) Gym. Check Bait Stations. Perform any extra services on list.

Week Three: (3)

Occupational health (103D), (103), (103E) *The North end has an extremely high security door just inside the entrance- Do Not Touch.* Perform any extra services on list.

Week Four: (4)

The cafeteria, (102E), (102D), (107) *1-GSA office, 2-Probation*, and (106) *the front security gate*. Perform any extra services on list.

Blue Chip Pest Services will be on-site every Monday. All services are somewhat flexible depending on the need. The café will be done early on weeks 2 and 4, and will be coordinated with the person in charge. The exterior of the buildings are done to avoid exterior issues i.e. ants, clover mites, et. The Technician can change the schedule to meet the needs of the account. When new buildings are added, they will be worked into the weekly schedule.

Exterior power sprayings will be scheduled on Saturdays in the spring, summer and fall, to avoid tenants and their automobiles. Blue Chip will notify and schedule these sprayings in advance.

**Recyclable Plan:**

**Current Subcontractor:**  
**Waste Management**  
**4100 South 1<sup>st</sup> Street**  
**St. Louis, MO**  
**(314) 351-0974**

Recycling is very important pollution prevention activity to reduce our burdens on the environment as a result of both solid waste disposal and the extraction of the natural raw materials. The recycling effort is guided by regulations, including EPA's Comprehensive Procurement Guidelines.

Recycling bins will be located throughout the campus and checked daily along with the regular trash as part of the inspection process. When recycling receptacles are full, the MGI utility worker transports all material to the dock areas of Building 103, 104, 105 and 110.

Waste Management is scheduled to pick-up Trash on Tuesday's and Thursday's and Recycling on Wednesday's.

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**Addendum 7**

**Snow Plan:**

**Current Subcontractor:**

**Swinter Group Inc.  
5730 Wise Avenue  
St. Louis, MO 63110  
(314) 678-0114**

MGI Services will ensure all parking lots, roadways, sidewalks, driveways, plaza areas, parking areas, handicapped accessibility areas, approaches, ramps, steps and entrances, free and clear of snow and ice. (Refer to statement of work and priority list in the GSA Solicitation.)

MGI Services and Swinter Group will monitor the U.S. National Weather Service at [www.crh.noaa.gov](http://www.crh.noaa.gov) 24 hours per day seven days a week to ensure that the facility receives immediate service. MGI will communicate with the COR during these conditions and time. If required and approved by COR, Swinter Group will deploy a team, consisting of the proper number of employees and equipment necessary, to control the existing condition. MGI Services will provide supervision during the event.

**SNOW REMOVAL:** Snow removal services will be completed to the extent to allow safe passage and easy access to all buildings by 5:30am Monday through Friday. Excess snow will be piled in areas designated by the COR. Once these designated areas are filled to capacity, the COR will be notified. The excess snow will be hauled after receiving COR approval to do so.

**ICE CONTROL:** Salt will be applied to roadways and parking lots. Magnesium Chloride will be used on all other cement surfaces. This product will be used on all entrances, steps, landings, sidewalks, and handicap ramps. There will be service barrels in special locations which we will monitor and keep filled for use when needed.

**COMPLETION:** At the completion of snow/ice clearing event, the snow removal site supervisor will contact the COR for an end of action inspection. The site supervisor and the COR will tour the facility and note any omissions or unsatisfactory areas. The site supervisor will redeploy the snow removal force to correct omitted or unsatisfactory areas. Upon completion of the corrected areas, the site supervisor and COR will re inspect the previously noted areas. Upon satisfactory completion of all noted areas, MGI will release the snow removal force. Additional call outs after an event, cleared by the COR will result in additional charges, depending on the additional service requested. The Project Manager on our janitorial contract is authorized to take tenant, GSA officials, and other parties concerns or reports of snow and ice control problems via email or telephone. These reports will be passed on to COR and Snow Team Managers for corrective action.

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# **Exposure Control Plan**

## **PURPOSE OF THE PLAN**

One of the major goals of the Occupational Safety and Health Administration (OSHA) is to regulate facilities where work is carried out...to promote safe work practices in an effort to minimize the incidence of illness and injury experienced by employees/consumers. Relative to this goal, OSHA has enacted the Bloodborne Pathogens Standard, codified as 29 CFR 1910.1030. The purpose of the Bloodborne Pathogens Standard is to "reduce occupational exposure to Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV) and other bloodborne pathogens that employees/consumers may encounter in their work place.

MGI Services Corp, Inc. believes that there are a number of "good general principles that should be followed when working with bloodborne pathogens". These include that:

- It is prudent to minimize all exposure to bloodborne pathogens.
- Risk of exposure to bloodborne pathogens should never be underestimated.
- Our facility should institute as many work practice and engineering controls as possible to eliminate or minimize employee/consumer exposure to bloodborne pathogens.

The objective of the plan is to provide guidance and resources:

- For the prevention of exposure by employees to the health hazards associated with bloodborne pathogens.
- To obtain appropriate treatment and counseling should an employee be exposed to bloodborne pathogens.

## **RESPONSIBLE PERSONS**

There are four major categories of responsibility that are central to the effective implementation of our Exposure Control Plan. These are:

- Health and Safety Coordinator with VP's and Compliance Officer.
- Managers and Supervisors
- Training Instructors
- Our Employees

The Health and Safety Coordinator, along with the VP's and the Compliance Officer, will be responsible for overall management and support of our facility's Bloodborne Pathogens Compliance program, including:

- Overall responsibility for implementing the Exposure Control Plan
- Working with management and other employees to develop and administer any additional bloodborne pathogens related policies and practices needed to support the effective implementation of this plan.
- Looking for ways to improve the Exposure Control Plan, as well as to review and update the plan when necessary

#### Department Managers and Supervisors

Department Managers and Supervisors are responsible for exposure control in their respective areas. They work directly with the Exposure Control Officer and our employees/consumers to ensure that proper exposure control procedures are followed.

#### Employees

As with all of our facility's activities, our employees have the most important role in our Bloodborne Pathogens Compliance Program, for the ultimate execution of much of our Exposure Control Plan rests in their hands. In this role they must do things such as:

- Know what tasks they perform that have occupational exposure
- Attend the bloodborne pathogens training sessions
- Plan and conduct all operations in accordance with our work practice controls.
- Develop good personal hygiene habits

### **METHODS OF COMPLIANCE**

We understand that there are a number of areas that must be addressed in order to effectively eliminate or minimize exposure to bloodborne pathogens in our facility.

- Education
- The use of Universal Precautions
- Work Practices
- Using Necessary Personal Protective Equipment

Each of these areas are reviewed with our employees during their bloodborne pathogens related training (see the Information and Training section of this plan for additional information

### **EDUCATION**

Having well informed and educated employees is extremely important when attempting to eliminate or minimize our employees exposure to bloodborne pathogens. The Human Resource Training Department has developed training that is available on our Gateway Site. The bloodborne pathogen training covers the following topics:

- What is OSHA's Bloodborne Pathogen Standard
- Agency Procedures
- How to get more information



## **UNIVERSAL PRECAUTIONS**

In our facility we have begun the practice of "Universal Precautions." We treat all human blood and body fluids, such as semen and vaginal secretions, as if they are known to be infectious for HBV, HIV, and other bloodborne pathogens.

## **WORK PRACTICES**

- Employees/consumers wash their hands immediately, or as soon as feasible, after removal of potentially contaminated gloves or other personal protective equipment.
- Following any contact of body areas with blood or any other infectious materials, employees/consumers call their supervisor and contact Paradigm (855-737-7011) for guidance and immediate treatment.
- When a new employee comes to our facilities, or changes jobs within the facilities, the following process takes place to ensure that they are trained in the appropriate work practice controls:
- The employee is then trained by the facility training coordinator or another instructor regarding any work practice controls that the employee/consumer is not experienced with.

## **PERSONAL PROTECTIVE EQUIPMENT**

Personal Protective Equipment is our employees/consumers "first line of defense" against bloodborne pathogens. Because of this, our facility provides (at no cost to our employees/consumers) the Personal Protective Equipment that they need to protect themselves against such exposure. This equipment includes, but is not limited to:

- Gloves
- Safety Glasses
- Goggles
- Face Shields/Masks
- Respirators
- Additional items as requested

Hypoallergenic gloves, glove liners and similar alternatives are readily available to employees who are allergic to the gloves our facility normally uses. Failure to supply these items should be addressed with the Health and Safety Coordinator and Human Resource Department.

Our employees are trained regarding the use of the appropriate personal protective equipment for their job classifications and tasks/procedures they perform. Additional training is provided, when necessary, if an employee/consumer takes a new position or new job functions are added to their current position.

To ensure that personal protective equipment is not contaminated, and is in the appropriate condition to protect employees/consumers from potential exposure, our facility adheres to the following practices:

- All personal protective equipment is inspected periodically and repaired or replaced as needed to maintain its effectiveness.
- Single-use personal protective equipment (or equipment that cannot, for whatever reason, be decontaminated) is disposed of.

To make sure that this equipment is used as effectively as possible, our employees immediately remove any potential contaminated garments and PPE, which are properly cleaned or disposed of. adhere to the following practices when using their personal protective equipment:

Gloves are worn in the following circumstances:

- When performing tasks that require handling of sharp/pointed objects by either employees/ consumers
- Whenever employees/consumers anticipate hand contact with potentially infectious materials
- When handling or touching contaminated items or surfaces
- Disposable gloves are replaced as soon as practical after contamination or if they are torn, punctured or otherwise lose their ability to function as an "exposure barrier".
- Masks and eye protection (such as goggles, face shields, etc.) are used whenever splashes or sprays may generate droplets of infectious materials.

## **HEPATITIS B VACCINATION, POST-EXPOSURE EVALUATION AND FOLLOW-UP**

### **VACCINATION PROGRAM**

To protect our employees as much as possible from the possibility of Hepatitis B infection, our facility has implemented a vaccination program. This program is available, at no cost, to all employees who have occupational exposure to bloodborne pathogens.

The vaccination program consists of a series of three inoculations over a six-month period. As part of their bloodborne pathogens training, our employees/consumers have received information regarding Hepatitis vaccination, including its safety and effectiveness. All vaccinations are administered through an authorized medical treatment facility and must be pre-authorized by the facility supervisor.

Employees who have declined to take part in the program have signed the Vaccination Declination Form. Ensure that a copy of this form is sent to Human Resources.

### **POST-EXPOSURE EVALUATION AND FOLLOW-UP**

If one of our employees believes they have been exposed, they must notify the supervisor and Paradigm immediately.

## **MEDICAL RECORD KEEPING**

All medical records are kept confidential and in accordance with all applicable laws by the Human Resource Department.

## Addendum 8

### Pandemic Plan

#### MGI Services (Custodial Service)

This document provides guidance to the MGI Services employees assigned to contract 47PG0118D0010. If a pandemic outbreak should occur, it might affect custodial operations within the GSA, 4300 Goodfellow Campus, St. Louis, MO.

**Transmission:** The influenza virus spreads easily person-to-person as infected people cough or sneeze in close contact with others. People infected with influenza can also leave the virus on objects they touch if they have flu germs on their hands. People who become infected can spread the virus for one-half to one full day before showing signs of being sick.

**Communications:** MGI Services will internally communicate/educate our associates about pandemic influenza and some measures they can take to be prepared. Site managers will be responsible for reporting known infections or increased absences to their department head, VP, or Director of Health and Safety within 24hrs of discovery. MGI Services will continuously monitor and review any potential outbreaks and activate the Response Team as needed. (The Response Team will be headed by the CEO, VP of Human Resources, Director of Health and Safety, and consist of each Department head or Vice President)

#### Phases of a Pandemic

The phases described below have been summarized from the World Health Organization global influenza preparedness plan published in 2005. It is important to understand that actual spread of the virus may or may not be described by these phases.

- Inter-pandemic Period: Phase 1: No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered low.
- Phase 2: No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.
- Pandemic Alert Period: Phase 3: Human infection(s) with a new subtype, but no human-to-human spread, or at most, rare instances of spread to a close contact.
- Phase 4: Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well -adapted to humans.
- Phase 5: Large cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk). Pandemic Period:
- Phase 6: Pandemic; increased and sustained transmission in general population

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Measures Taken for each Phase

Phase 1 and 2:

Anticipate the following impacts on the service: An estimated 30-40% of employees may be absent from work. The number of customers may drop, especially for businesses in the service sector catering to the public. Electronic communications are likely to increase (e.g., phone calls, e-mails and Internet use). Communication systems and business call centers may be overloaded.

- Prepare to operate with minimal face-to-face contact between employees, between employees and customers, and with suppliers.
- Prepare to operate effectively if key employees are absent from work.
- Prepare to operate if supply chains are disrupted. Reach out to supply vendors. Decide how/when to activate alternate suppliers.
- Create general awareness of flu, and preventive measures to be shared with employees. Consider various communications channels such as briefings, newsletters, Intranet or e-mail, and or flyers. Provide employees with information regarding the flu/pandemic. Refer employees to sites and information, such as Missouri Department of Health and Senior Services web site ([www.health.mo.gov/emergencies/panflu/pangen.php](http://www.health.mo.gov/emergencies/panflu/pangen.php)) for up to date information of the pandemic.
- Instruct employees to practice good hygiene practices like washing hands thoroughly and frequently, covering their face when coughing, and wearing personal protective equipment, such as disposable gloves.

Phase 3, 4 and 5:

This pandemic alert period involves human infection with a new subtype of influenza with no or little spread to close contacts; small clusters with limited localized spread to close contacts; or large clusters of localized spread to close contacts. These circumstances alert businesses to start implementation of continuity plan strategies.

The Project Manager and Vice President of MGI Services will coordinate with the COR to begin implementing new disinfectant procedures to help control the spread of the virus. As with snow removal, safety of tenants may take priority over standard custodial services, which may allow work to be diverted into disinfecting the campus instead of standard services or frequencies.

Guidelines for infection control are important to clarify the routes of transmission and the ways to interrupt transmission through measures of hygiene. Infection control is an essential component of pandemic management and a component of public health measures. Utilize training sessions, and signage to make staff aware of the essential measures.

Employees:

- Project Managers are required to maintain supplies such as hand soaps, sanitizers, disinfectants, and Personal Protective Gear (PPE) for employees at all times
- Employee use of personal protective equipment, where appropriate to minimize exposure (i.e. gloves- masks- for employees).
- Employees shall wash their hands prior to eating drinking, and smoking
- Sick employees will be mandated to stay home until at least 24 hours after a fever or symptoms have subsided unless seeking medical attention.

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**Custodial Services:**

- Virucide type disinfectant, known to kill viruses, will be purchased and used on all touch points.
- Red Micro Fiber Clothes will be purchased and utilized specifically for disinfecting touch point surfaces
- Enhance existing housekeeping service by wiping down and disinfecting touch point work areas (i.e. door handles, door push plates, elevator panels, manual paper towel dispensers, etc.) will be conducted at a minimum of twice daily. This includes all areas currently receiving custodial services.
- Table tops/countertops/chairs in common area and break rooms, currently receiving services, will be disinfected at a minimum of twice daily.
- Universal precautions shall be used whenever staff or clients could potentially be exposed to human blood, and body fluids
- Restrooms, including all touch points, will be disinfected daily. With the authorization to divert standard services, restrooms will be disinfected again, for a minimum of twice daily.

Phase 6:

**Managing During a Pandemic**

During an emergency, our management will be assigned certain task to provide leadership for the operation. During a pandemic, it is possible that some in key positions may be out sick or at home taking care of ill family. In that case, the task would be rearranged accordingly, possibly bringing individuals from MERS Goodwill Industries Headquarters Office to assist.

The Project Manager, or assigned designee, will remain the initial point of contact on site. He/she will initiate and manages ongoing operations throughout a pandemic. Every attempt will be made by the Program Manger to insure the services and staffing needs are met during the pandemic.

**Maintaining Essential Services**

We will work alongside the COR to risk assess the campus and identify the critical components to maintain the operation. Prioritizing those components (services and materials) and begin identifying provisions to support those components during an emergency. Assessing the critical operations needs and identifying the essential staff necessary to continue operations in emergency situations. Many of our associates are crossed trained and we are capable of back-filling essential associates should we be impacted by absenteeism. With authorization from COR, work and employees may be diverted to focus and address the critical needs of tenant safety.

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## MGI Services Pandemic (Influenza/Coronavirus) Plan

(Revised April 7, 2020)

### **Objective**

This document provides guidance to the MGI Services employees assigned to contract 47PG0118D0010. If a pandemic outbreak should occur, it might affect custodial operations within the GSA, 4300 Goodfellow Campus, St. Louis, MO.



We are dedicated, to providing continued quality service, so to succeed in this and minimize the effects of the pandemic, key components would be utilized.

- Provide each employee the resources to prepare themselves or their families.
- Prevent/minimize the spread of influenza in the workplace.
- Monitor worker absentee rates.
- Create a system to notify/share the information with workers during pandemic.
- Develop a plan to address essential resources to maintain operations.
- Continued custodial Services to the GSA Campus Facility located at 4300 Goodfellow, St. Louis, Missouri, which includes approximately 937,305 sq. ft. of cleanable office space.

### **Background**

What is an influenza/Coronavirus pandemic? Severe influenza/Coronavirus pandemics represent one of the greatest potential threats to the public's health. Pandemics are distinct from seasonal influenza epidemics that happen nearly every year and cause an average of 36,000 deaths annually in the United States. Seasonal influenza epidemics are caused by influenza viruses that circulate globally in humans. Over time, people develop some degree of immunity to these viruses, and vaccines are developed annually to protect people from serious illness. Pandemic influenza/Coronavirus refers to a worldwide outbreak of influenza/Coronavirus when a new strain of the virus emerges that has the ability to infect humans and to spread easily from person-to-person. During the early phases of an influenza/Coronavirus pandemic, people might not have any natural immunity to the new strain; so the disease would spread rapidly among the world's population. A vaccine to protect people against illness from a pandemic influenza/Coronavirus virus may not be widely available until many months after an influenza/Coronavirus pandemic begins. Pandemics have occurred throughout history and many scientists believe that it is only a matter of time before another one occurs. Pandemics can vary in severity from something that seems simply like a bad flu season to an especially severe, worldwide influenza/Coronavirus epidemic that could lead to high levels of illness, death, social disruption and economic loss. It is impossible to predict when the next pandemic will occur or whether it will be mild or severe. Three influenza pandemics have occurred in the previous century alone-- Spanish (1918); Asian (1957); and Hong Kong (1968). The Spanish flu killed tens of millions of people around the world, including at least 500,000 people in the United States. The impact of an influenza/Coronavirus pandemic, or worldwide influenza/Coronavirus epidemic, is difficult to predict and would depend on many factors. However, based on past experience, the effects of a pandemic could be severe and felt in almost every part of the world. About one-third of the population could fall sick, and many more people would have to stay home to take care of them. For more information on pandemic influenza/Coronavirus, go to the Department of Health and Senior Services website at [health.mo.gov/emergencies/panflu/pangen.php](http://health.mo.gov/emergencies/panflu/pangen.php).

### **Effects of an influenza/Coronavirus pandemic on businesses**

There are several characteristics of influenza/Coronavirus pandemic that differentiate it from types of emergencies. Unlike other natural disasters or terrorist events, where any disruption to business service provision is likely to be infrastructure related, disruption to business operations in the event of a pandemic is anticipated to be human-and material-oriented. A pandemic has the potential to cause illness in a very large number of people, overwhelm the health care system, and jeopardize services by causing high levels of absenteeism in the workforce. Basic services, such as health care, law enforcement, fire, emergency response, communications, transportation, and utilities could be disrupted during a pandemic. Finally, unlike many other emergency events, an influenza/Coronavirus pandemic will be widespread, affecting multiple areas of the United States and other countries at the same time. A pandemic will also be an extended event, with multiple waves of outbreaks in the same geographic area; each outbreak could last several weeks. Waves of outbreaks may occur over a year or more. Businesses will likely experience: **Absenteeism** - It is projected that up to 30-40% of the workforce may be absent due to the effects of the pandemic influenza/Coronavirus virus on individuals and families. Employees could be absent because they are sick; must care for sick family members or for children if schools or day care centers are closed; or are afraid to come to work. **Change in patterns of commerce** - During an influenza/Coronavirus pandemic, consumer demand for items related to infection control is likely to increase dramatically, while

consumer interest in other goods may decline. Consumers may also change the ways in which they shop as a result of the pandemic. Consumers may try to shop at off-peak hours to reduce contact with other people, show increased interest in home delivery services, or prefer other options, such as drive-through service, to reduce person-to-person contact. **Interrupted supply/delivery** - Shipments of items from those geographic areas severely affected by the pandemic may be delayed or cancelled.

### **Planning Assumptions**

To effectively plan for an influenza/Coronavirus pandemic requires knowledge of the threat, similar to planning for a fire, tornado, or terrorist event. The following assumptions should be used when developing a pandemic influenza/Coronavirus business continuity plan:

**Time Period:** There may be less than six weeks of warning from the time the pandemic is announced before it reaches Missouri. In an affected community, a pandemic outbreak could last several weeks. At least two pandemic disease waves are possible.

**Impact:** The influenza/Coronavirus pandemic will be caused by a new strain of virus, to which no one will have immunity. Health professionals estimate that about 30% of the population will become ill. Among working adults, an average of 20% will become ill during a community outbreak.

**Transmission:** The influenza/Coronavirus virus spreads easily person-to-person as infected people cough or sneeze in close contact with others. People infected with influenza/Coronavirus can also leave the virus on objects they touch if they have flu/corona germs on their hands. People who become infected can spread the virus for one-half to one full day before showing signs of being sick.

**Prevention & Treatment:** Medical solutions (e.g., vaccine, anti-viral medications, hospital capacity) to control an influenza/Coronavirus pandemic may be limited, especially at the beginning of the pandemic. However, these measures will be used to save lives and reduce illness as much as possible. Infection control (e.g., proper hand-washing and cough and sneeze protection) strategies should be used to slow the spread of disease. Social distancing strategies (e.g., postponing public gatherings) may be used to control the spread. Ill employees should stay home, and employees caring for the ill should be aware that they are at high risk of contracting influenza/Coronavirus.

**Staffing:** Employee absenteeism could reach as high as 30–40%. Absenteeism will be the result of employees becoming ill, staying home to care for children or family members, or refusing to go to work. Every person who becomes ill is likely to miss at least a few days too many weeks of work. In a severe pandemic, a small percentage of employees may die.

**Vendors of Services/ Products:** Critical goods and services provided by contractors, consultants and vendors may become disrupted. Verify they have a plan in place to keep the —pipeline filled. As a supplier, how will service be provided to customers? Alternate plans are needed in case supply service stops. Aid resources from local, state, or federal agencies to support response efforts may be limited due to the statewide impact.

### **Communications**

MGI Services will internally communicate/educate our associates about pandemic influenza/Coronavirus and some measures they can take to be prepared. Site managers will be responsible for reporting known infections or increased absences to their department head, VP, or Director of Health and Safety within 24hrs of discovery.

MGI Services will continuously monitor and review any potential outbreaks and activate the Response Team as needed. (The Response Team will be headed by the CEO, VP of Human Resources, Director of Health and Safety, and consist of each Department head or Vice President)

#### **Response Team**

David Kutchback  
CEO  
314-982-8803  
Marvin Washington

Vice President of Contracts  
314-982-8926

Colin Kricensky  
Vice President of Contracts  
314-982-8896

Ron Scanlon  
Health and Safety Coordinator  
314-982-8945

Philesa Johnson  
Vice President of Human Resources  
314-982-8842

### **Monitoring of Employees**

MGI Services will monitor impacted individual employee progress while maintaining their privacy at all times. We are committed to being flexible with all staff during these times, individual needs will be evaluated by the Response Team. The response team will refer to local health departments and following sites for further information and direction. All relative information will be shared with staff and clients as soon as available and deemed necessary. The absenteeism and identifying the number of ill workers will provide us useful information regarding the operational decisions that will be made during all phases of a pandemic.

The individual responsible for this tracking will be located at our MGI Services/MERS Missouri Goodwill Headquarters. This person will be responsible for tracking the employees who call in sick or get ill at work. Weekly or daily reports would be provided to upper management for determining policy issues that may need to be implemented.

### **Monitoring the Pandemic**

MGI Service will monitor the pandemic for updates and new information throughout the duration. The following sites will be utilized, including all local, state and federal announcements/guidelines:

Missouri Department of Health and Senior Services  
[www.health.mo.gov/emergencies/panflu/panbusiness.php](http://www.health.mo.gov/emergencies/panflu/panbusiness.php)  
[www.health.mo.gov/emergencies/readyn3/index.php](http://www.health.mo.gov/emergencies/readyn3/index.php)

U.S. Government Site on Pandemic Influenza  
[www.pandemicflu.gov/professional/business/](http://www.pandemicflu.gov/professional/business/)

U.S. Department of Labor Guidance for Preparing a Workplace for an Influenza Pandemic  
[www.osha.gov/Publications/influenza\\_pandemic.html](http://www.osha.gov/Publications/influenza_pandemic.html)

U.S. Department of Homeland Security  
[www.ready.gov/business/](http://www.ready.gov/business/)

University of Minnesota 10-Point Framework for Pandemic Influenza Business Preparedness  
[www.cidrapsource.com/register/do/framework](http://www.cidrapsource.com/register/do/framework)

The New York Academy of Medicine Redefining Readiness  
[www.redefiningreadiness.net](http://www.redefiningreadiness.net)

U.S. Chamber of Commerce  
[www.uschamber.com/issues/index/defense/pandemic\\_influenza.htm](http://www.uschamber.com/issues/index/defense/pandemic_influenza.htm)

Extension Disaster Education Network (EDEN) Pandemic Preparedness for Business  
[www.eden.lsu.edu/EDENCourses/Pandemic/Pages/default.aspx](http://www.eden.lsu.edu/EDENCourses/Pandemic/Pages/default.aspx)

Centers for Disease Control and Prevention Stopping the Spread of Germs at Work [www.cdc.gov/germstopper/work.htm](http://www.cdc.gov/germstopper/work.htm)

American Red Cross  
[www.redcross.org/news/ds/panflu/](http://www.redcross.org/news/ds/panflu/)

### Public Health Measures

The key to make public health measures effective, involves providing information to staff on the threat of a pandemic, limitations of resources to combat the disease, and educational awareness of the measures that need to be implemented before a pandemic begins. These efforts are intended to modify behavior so that utilizing these measures will be effective.

### Phases of a Pandemic

The phases described below have been summarized from the World Health Organization global influenza preparedness plan published in 2005. It is important to understand that actual spread of the virus may or may not be described by these phases.

- Inter-pandemic Period: Phase 1: No new influenza/Coronavirus virus subtypes have been detected in humans. An influenza/Coronavirus virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered low.
- Phase 2: No new influenza/Coronavirus virus subtypes have been detected in humans. However, a circulating animal influenza/Coronavirus virus subtype poses a substantial risk of human disease.
- Pandemic Alert Period: Phase 3: Human infection(s) with a new subtype, but no human-to-human spread, or at most, rare instances of spread to a close contact.
- Phase 4: Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well-adapted to humans.
- Phase 5: Large cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk). Pandemic Period:
- Phase 6: Pandemic; increased and sustained transmission in general population

### Measures Taken for each Phase

#### Phase 1 and 2:

Anticipate the following impacts on the service: An estimated 30-40% of employees may be absent from work. The number of customers may drop, especially for businesses in the service sector catering to the public. Electronic communications are likely to increase (e.g., phone calls, e-mails and Internet use). Communication systems and business call centers may be overloaded.

- Prepare to operate with minimal face-to-face contact between employees, between employees and customers, and with suppliers.
- Prepare to operate effectively if key employees are absent from work.
- Prepare to operate if supply chains are disrupted. Reach out to supply vendors. Decide how/when to activate alternate suppliers.
- Create general awareness of flu/Coronavirus, and preventive measures to be shared with employees. Consider various communications channels such as briefings, newsletters, Intranet or e-mail, and or flyers. Provide employees with information regarding the flu/Coronavirus/pandemic. Refer employees to sites and information, such as Missouri

Department of Health and Senior Services web site ([www.health.mo.gov/emergencies/panflu/pangen.php](http://www.health.mo.gov/emergencies/panflu/pangen.php)) for up to date information of the pandemic.

- Instruct employees to practice good hygiene practices like washing hands thoroughly and frequently, covering their face when coughing, and wearing personal protective equipment, such as disposable gloves.

#### Phase 3, 4 and 5:

This pandemic alert period involves human infection with a new subtype of influenza/Coronavirus with no or little spread to close contacts; small clusters with limited localized spread to close contacts; or large clusters of localized spread to close contacts. These circumstances alert businesses to start implementation of continuity plan strategies.

The Project Manager and Vice President of MGI Services will coordinate with the COR to begin implementing new disinfectant procedures to help control the spread of the virus. As with snow removal, safety of tenants may take priority over standard custodial services, which may allow work to be diverted into disinfecting the campus instead of standard services or frequencies.

Guidelines for infection control are important to clarify the routes of transmission and the ways to interrupt transmission through measures of hygiene. Infection control is an essential component of pandemic management and a component of public health measures. Utilize training sessions, and signage to make staff aware of the essential measures.

#### Employees:

- Project Managers are required to maintain supplies such as hand soaps, sanitizers, disinfectants, and Personal Protective Gear (PPE) for employees at all times
- Employee use of personal protective equipment, where appropriate to minimize exposure (i.e. gloves- masks- for employees).
- Employees shall wash their hands prior to eating drinking, and smoking
- All employees receive Exposure Control/Blood Borne Pathogen/Personal Protective Equipment/Pandemic Preparedness training as part of our Safety Plan. (See attached list of trained employees; see attached "Exposure Control Plan" and "Pandemic Preparedness" Section 12, page 55 of the Health and Safety Manual)
- Sick employees will be mandated to stay home until at least 24 hours after a fever or symptoms have subsided unless seeking medical attention.
- In the event of an emergency, employees are to follow the emergency communication plan outlined in the health and safety manual. (See attached "Emergency Communication" Plan, pages 27 through 34 of the Health and Safety Manual)

#### Custodial Services:

- Virucide type disinfectant, known to kill viruses, will be purchased and used on all touch points.
- Red Micro Fiber Clothes will be purchased and utilized specifically for disinfecting touch point surfaces
- Enhance existing housekeeping service by wiping down and disinfecting touch point work areas (i.e. door handles, door push plates, elevator panels, manual paper towel dispensers, etc.) will be conducted at a minimum of twice daily. This includes all areas currently receiving custodial services.
- Table tops/countertops/chairs in common area and break rooms, currently receiving services, will be disinfected at a minimum of twice daily.
- Universal precautions shall be used whenever staff or clients could potentially be exposed to human blood, and body fluids
- Restrooms, including all touch points, will be disinfected daily. With the authorization to divert standard services, restrooms will be disinfected again, for a minimum of twice daily.

#### Hazard Areas:

- MGI Service employees will not enter/work in spaces that have been identified by GSA/Tenant Agencies as having had a Coronavirus (Covid19) event until the space has been isolated for 24 hours and then cleaned and disinfected by an agency specializing in virus remediation. A hazard area would be defined as a space occupied by an individual confirmed or

suspected to have coronavirus (Covid19). If an urgent request is made by GSA to enter the area prior to disinfecting, employees will wear full protective gear, to include hazmat suits.

#### Phase 6:

##### Managing During a Pandemic

During an emergency, our management will be assigned certain task to provide leadership for the operation. During a pandemic, it is possible that some in key positions may be out sick or at home taking care of ill family. In that case, the task would be rearranged accordingly, possibly bringing individuals from MERS Goodwill Industries Headquarters Office to assist.

The Project Manager, or assigned designee, will remain the initial point of contact on site. He/she will initiate and manages ongoing operations throughout a pandemic. Every attempt will be made by the Program Manger to insure the services and staffing needs are met during the pandemic.

##### Maintaining Essential Services

We will work alongside the COR to risk assess the campus and identify the critical components to maintain the operation. Prioritizing those components (services and materials) and begin identifying provisions to support those components during an emergency. Assessing the critical operations needs and identifying the essential staff necessary to continue operations in emergency situations. Many of our associates are crossed trained and we are capable of back-filling essential associates should we be impacted by absenteeism. With authorization from COR, work and employees may be diverted to focus and address the critical needs of tenant safety.

##### Returning to Work after influenza/Corona Virus Diagnosis

MGI Services will follow CDC recommendation for allowing employees diagnosed with or suspected of having influenza/Coronavirus (Covid19).

#### COVID-19 Case (or Suspected COVID-19 Case)

After being diagnosed as having COVID-19 or if suspected to have COVID-19 by a clinician, personnel may RTW using one of the following clearance criteria:

1. **Non-testing method (preferred method):**
  - At least 72 hours have passed since resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**
  - At least 7 days have passed since symptoms first appeared.
2. Using a FDA Emergency Use Authorization (EUA) approved test:
  - Resolution of fever, without use of fever-reducing medication (e.g. acetaminophen, etc. ); **and**
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**
  - Negative results from at least two consecutive nasopharyngeal swab specimens collected  $\geq 24$  hours apart (total of two negative specimens)

#### Return to Work Practices and Work Restrictions

After returning to work, from Quarantine:

- Wear proper Personal Protective Equipment such as gloves and face mask when working.
- Adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC's interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles)

# FEDERAL CONTRACTOR VETERANS' EMPLOYMENT REPORT VETS-4212

OMB NO: 1293-0005

Expires: 03/31/2021

Persons are not required to respond to this collection of information unless it displays a valid OMB number. It is mandatory for a covered Federal contractor respond to this information collection. See 38 U.S.C. § 4212(d) and "Who Must File" section of instructions.

RETURN COMPLETED REPORT TO:  
VETS-4212 Submission  
VETERANS' EMPLOYMENT AND TRAINING SERVICE (VETS)  
Service Center

In care of: Department of Labor National Contact Center (DOL-NCC)  
7425 Boston Blvd  
Springfield, VA 22153

ATTN: Human Resource/EEO Department

<b>TYPE OF REPORTING ORGANIZATION</b> (Check one or both, as applicable) <input checked="" type="checkbox"/> Prime Contractor <input type="checkbox"/> Subcontractor	<b>TYPE OF FORM (Check only one)</b> <input type="checkbox"/> Single Establishment <input checked="" type="checkbox"/> Multiple Establishment-Headquarters <input type="checkbox"/> Multiple Establishment-Hiring Location <input type="checkbox"/> Multiple Establishment-State Consolidated (specify number of locations) (MSC)
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COMPANY IDENTIFICATION INFORMATION (Omit items preprinted above-ADD Company Contact Information Below)

COMPANY No:		TWELVE MONTH PERIOD ENDING		0	7	3	1	2	0	2	0
				M	M	D	D	Y	Y	Y	Y
NAME OF PARENT COMPANY: MERS Missouri Goodwill Industries		ADDRESS (NUMBER AND STREET): 1727 Locust Street									
CITY: Saint Louis		COUNTY: Saint Louis City				STATE: MO		ZIP CODE: 63103			
NAME OF COMPANY CONTACT: (b) (6)		TELEPHONE FOR CONTACT: (b) (6)				EMAIL: (b) (6) @mersgoodwill.org					

NAME OF HIRING LOCATION: MERS Missouri Goodwill Industries		ADDRESS (NUMBER AND STREET): 1727 Locust Street									
CITY: Saint Louis		COUNTY: Saint Louis City				STATE: MO		ZIP CODE: 63103			

NAICS:	6	2	4	3	1	0	DUNS:	0	5	-	6	9	4	-	6	6	9	2	EMPLOYER ID (IRS TAX No.)	4	3	-	0	8	9	3	7	0	6
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## INFORMATION ON EMPLOYEES

REPORT THE TOTAL NUMBER OF EMPLOYEES AND NEW HIRES WHO ARE PROTECTED VETERANS, AS DEFINED IN THE INSTRUCTIONS. DATA ON NUMBER OF EMPLOYEES ARE TO BE ENTERED IN COLUMN A AND B, LINES 1.1 THROUGH 9. DATA FOR NEW HIRES ARE ENTERED IN COLUMNS C AND D. LINE 10 IS TOTAL OF EACH COLUMN. ENTRIES IN COLUMNS C AND D, LINES 1.1 THROUGH 9 (GRAY SHADED AREAS) ARE OPTIONAL. ENTER THE MAXIMUM AND MINIMUM NUMBER OF EMPLOYEES.				
JOB CATEGORIES	NUMBER OF EMPLOYEES		NEW HIRES (PREVIOUS 12 MONTHS)	
	PROTECTED VETERANS- (A)	TOTAL EMPLOYEES (B)	PROTECTED VETERANS (C)	TOTAL NEW HIRES (D)
EXECUTIVE/SENIOR LEVEL OFFICIALS AND MANAGERS 1.1	0	17	0	0
FIRST/MID LEVEL OFFICIALS AND MANAGERS 1.2	8	338	0	16
PROFESSIONALS 2	5	145	1	79
TECHNICIANS 3	1	11	0	0
SALES WORKERS 4	27	2068	15	907
ADMINISTRATIVE SUPPORT WORKERS 5	0	45	0	4
CRAFT WORKERS 6	0	0	0	0
OPERATIVES 7	4	50	2	2
LABORERS/HELPERS 8	6	289	2	86
SERVICE WORKERS 9	9	369	3	48
TOTAL EMPLOYEES 10	62	3332	23	1145

Report the total maximum and minimum number of permanent employees during the period covered by this report.

Maximum Number	Minimum Number
3332	3332